ANNEXURE - 1

Clarifications to the Pre-Bid Queries

Pre-Bid clarifications for "Implementation of Smart Business Management System by providing Web Based Total Revenue Management (TRM) Modules, GIS, BI & Analytical tools and other modules along with supply of Hardware, Software, Man Power, Stationaries and Consumables on the basis of System as a Service (SaaS) and other allied services in Sub-Divisions and Accounting Sections of Non-RAPDRP areas in Chitradurga Area Zone (CTAZ) and Bangalore Rural Area Zone (BRAZ)."" in respect of Bid Enquiry No. **BESCOM/2023-24/OW/WORK_INDENT149/CALL-2**

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
1	Section - A, ITB, Clause No. 33 (10)	No Consortium/Joint Venture will be allowed as a part of bid.	As "No Consortium/Joint Venture will be allowed as a part of bid" Requesting you to clarify: Whether a bidder having Consortium/Joint Venture/Sub-contract Experience will be eligible to bid for the project?	No, Consortium/Joint Venture will be allowed. As stipulated in the Clause No. 33, (6), Bidder should have the experience/qualification as per the tender conditions and Consortium/Joint Venture/Sub-contract experience will not be considered.
2	Section - C, GTC, Clause No. 1.1	**TERMS OF PAYMENT.** The payment of first bill is subject to complying with the hardware and connectivity requirement by the Service provider. The Payment shall be subjected to pre-audit.	**Kindly consider as below.** The payment of first bill is subject to complying with the hardware and connectivity requirement by the Service provider. The Payment shall be subjected to pre-audit. The invoice will be cleared within 30 days from the date of submission to BESCOM.	No change, tender condition prevails.
3	Section - A ITB, Clause No. 27	**27.1 Award Criteria** **i.** BESCOM will place LOI on the successful Bidder whose bid has been determined to be substantially responsive and has been	**Kindly consider as below.** Within 30 Days of acceptance of LoI the Successful Bidder shall submit the Performance Bank Guarantee (5% of Annual Contract Value) and Also the Contract	No change, tender condition prevails.

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		determined as the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily. BESCOM will be the sole judge in this regard. **ii.** Bidder will execute the agreement along with the submission of the Performance Guarantee within 20 days from the date of LOI. Later BESCOM will Issue the Detailed Work Award (DWA) immediately after the submission of Performance Bank Guarantee & execution of Contract Agreement. **iii.** Bidder shall execute pilot operation in any one SDO in each Circle selected by GM (CR) at free of cost as per the scope of the Tender. The piloting shall be completed within the period of Two-calendar months from the date of DWA in all respects. **iv.** On successful completion of pilot execution, the successful bidder has to perform, data migration, commissioning of hardware's and software's shall be completed within one month from the date of pilot completion or availability of data whichever is later. Further BESCOM will issue the Go-Live certificate and billing in all locations has to be done as per the contract. **v.** Bidder shall roll out the project to entire BESCOM within one month from the date of	Agreement. After the submission of the signed LOI, PBG and Contract Agreement BESCOM will Issue the Detailed Work Award (DWA). **Justification:** A delay in DWA issuance could have a cascading effect, due to various activities need to be completed promptly. Failure to do so makes it difficult to meet delivery timelines due to challenges in arranging equipment, securing bank loans, etc. The timely issuance of the DWA (Detailed Work Award) following PBG (Performance Bank Guarantee) submission is paramount to achieving successful project execution.	

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		Go-Live confirmation and availability of the database from the existing service provider, failing which penalty will be initiated. Any delay due to want of inputs/data and in time approvals from BESCOM will be considered and suitable additional time shall be extended for roll out		
4	Section - A, ITB, Clause No. 33 (11)	**Financial Requirements:** The Annual Turnover of the Bidder in at least two financial years in any of the previous five financial years i.e., (FY 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23) should not be less than Rs. 118.612 Crores.	**Kindly consider as below** Reduce the turnover for Rs. 80 Crores.	No change, tender condition prevails.
5	Section - A, ITB, Clause No. 33 (3)	The Bidder must have been assessed and possess a valid SEI/CMMI Institute certified CMMI level 4 or above. Bidder should own this certificate as on the date of tender notification.	**Kindly consider as below** Kindly drop this clause. Justification: By removing CMMi level 4 or above point in PQR criteria will allow more Bidder to participate in said tender.	No change, tender condition prevails.
6	Section - A ITB, Clause No. 27 (iii)	iii. Bidder shall execute pilot operation in any one SDO in each Circle selected by GM (CR) at free of cost as per the scope of the Tender. The piloting shall be completed within the period of Two-calendar months from the date of DWA in all respects.	**Kindly consider as below** Bidder shall execute pilot operation in any one SDO in **any one Circle** selected by GM (CR) at free of cost as per the scope of the Tender. The piloting shall be completed within the period of Two-calendar months from the date of DWA in all respects.	No change, tender condition prevails.
7	Section – A,	Bidder should be an OEM/Supplier of the "Android OS Based integrated Spot Billing Devices (SBD)". The proposed Device OEM/	**Kindly clarify as mentioned below.**	To qualify for this clause, OEM/Supplier should have past experience in

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	ITB, Clause No. 33 (8)	Supplier should have past experience in supply and maintaining at least One Thousand Two hundred & Twenty numbers SBD to any DISCOMs of India in any one year during the last five years for the purpose of billing, spot collection and other activities. If the Bidder is a Supplier then MAF as per Annexure-VII from the OEM shall be submitted along with the required documentary evidence of the OEM who have met the past supply & maintenance.	If a bidder proposes as a supplier and provides a Manufacturer's Authorization Form (MAF) from the Original Equipment Manufacturer (OEM), is it essential for the same OEM to have prior experience of supplying similar "Android OS Based integrated Spot Billing Devices (SBDs)" in quantities of at least 1220 numbers to any DISCOMs in India?	supplying and maintaining at least 1,220 integrated Spot Billing Devices (SBDs) to any DISCOMs in India in any one year during the last five years is essential.
8	Section - A ITB, Clause No. 37	These tenders are being invited, processed and awarded subject to condition that BESCOM shall have right to terminate the contract earlier than the contract period by giving 2 months prior notice in the event if BESCOM opts to adopt a common software for all the ESCOMs of Karnataka.	**Kindly clarify as mentioned below.** Will, Bangalore Electricity Supply Company (BESCOM) reimburse the capital expenditure (CAPEX) investment for adopting a common software for all the ESCOMs of Karnataka?	No change, tender condition prevails.
9	Section - A ITB, Clause 28	The initial contract shall be valid for a period of two years from the date of issue of Detailed Contract Award (DWA) or Go live of the project at all accounting units. The Contract may be extended at the discretion of BESCOM for further period of another one year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires so.	**Kindly amend as mentioned below.** The initial contract shall be valid for a period of two years from the **date of Go-live.** The Contract may be extended at the discretion of BESCOM for further period of another one year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires so. **Justification:** The contract validity from the day of DWA will reduced the overall time frame, as it shall encompass Pilot period, and hence may result in increase in the cost of bidding.	The initial contract shall be valid for a period of two years from the **date of Go live of the project at all accounting units.** The Contract may be extended at the discretion of BESCOM for further period of another one year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires so

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				Please refer the corrigendum.
10	Section - A, ITB, Clause No. 33 (3)	The Bidder must have been assessed and possess a valid SEI/CMMI Institute certified CMMI level 4 or above. Bidder should own this certificate as on the date of tender notification.	**Kindly Amend as mentioned below.** The Bidder must have been assessed and possess a valid SEI/CMMI Institute certified **CMMI level 5**. Bidder should own this certificate as on the date of tender notification. **Justifications:** Achieving CMMI Level 5 indicates that an organization has reached an advanced level of process maturity and has implemented highly effective and efficient processes. This includes but not limited to at internalized continuous improvement culture, enhanced risk management and reduced variability. This greatly benefits BESCOM and it's customers 1st time, and every time	No change, tender condition prevails.
11	Section - A ITB, Clause No. 37	These tenders are being invited, processed and awarded subject to condition that BESCOM shall have right to terminate the contract earlier than the contract period by giving 2 months prior notice in the event if BESCOM opts to adopt a common software for all the ESCOMs of Karnataka.	**Kindly amend as mentioned below.** These tenders are being invited, processed and awarded subject to condition that BESCOM shall have right to terminate the contract/ descope the contract earlier than the contract period by giving **6** months prior notice **and BESCOM will make good for the losses to the tune of CAPEX and incidental costs borne by the successful bidder on account of such premature closure** **Justifications:** As per the scope of the tender, the said project involves huge upfront investment in the form of	No change, tender condition prevails.

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			CAPEX, and OPEX, including various Human resources- for setting up entire infrastructure, including various software and hardware components along with significant incidental investment. Hence any alternative solution, instead of specific AMI, will go against the interest of successful bidder, including natural justice, causing huge uncertainty, which may limit the competitive bids in lieu of that. Further, due to same artifacts, the prospective bidder shall not lose out for no fault of his, and hence at least liable for recovering hardware cost, in the interest of natural justice and equity	
12	Section-B, SW, Clause No. 12,	Licenses: All the license are required for the project is the responsibility of the successful Bidder. However, all the secured licenses are to be transferred to BESCOM at the end of the contract period or on termination of the contract.	**Kindly drop this clause.** **Justifications:** Because the software provided under this contract uses a SaaS model and the DRC and cloud services are hosted on shared servers, many licenses for the SDK (Software Development Kit) used on the server(s) are registered in the bidder's name. Therefore, these licenses cannot be transferred to BESCOM. If BESCOM wants the licenses in its own name, it needs to acquire separate additional licenses, this will incurring additional costs.	No change, tender condition prevails.
13	Section - C, GTC, Clause No. 1.1	TERMS OF PAYMENT. The payment of first bill is subject to complying with the hardware and connectivity requirement by the Service provider. The Payment shall be subjected to pre-audit.	Kindly consider as mentioned below. The payment of first bill will be made against **declaration of Go-live** at all locations.	No change, tender condition prevails.

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14	Section - A ITB, Clause No. 37	These tenders are being invited, processed and awarded subject to condition that BESCOM shall have right to terminate the contract earlier than the contract period by giving 2 months prior notice in the event if BESCOM opts to adopt a common software for all the ESCOMs of Karnataka	**Kindly amend as mentioned below.** In case, BESCOM is opt to implement AMI/Smart meter solution, the service provider shall agree for descoping / termination of the contract and hand over the data to the new vendor smoothly subject to two months prior notice from BESCOM or in case BESCOM is desired to retain the Head end Billing system, the service provider shall agree for reduced scope of service with reduced price	No change, tender condition prevails.
15	Section - A ITB, Clause No. 33(4)	The Bidder should have experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software"; through its own software or through COTS (SAP/Oracle, etc.) software in at least two Govt. undertaking DISCOM/ESCOMs in India during last five years, but experience is must for a continues period of Twelve months in each utility and project is operational at least in any one utility as on the date of the bid. **Out of the above projects, One project should be in any ESCOMs of Karnataka covering at least 34.46 Lakhs bills per month.**	We Kindly request to amend this clause as per the below. This will enable more bidders to participate. The Bidder should have experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software"; through its own software or through COTS (SAP/Oracle, etc.) software in at least two Govt. undertaking DISCOM/ESCOMs in India during last five years, but experience is must for a continues period of Twelve months in each utility and project is operational at least in any one utility as on the date of the bid. **Out of the above projects, One project should be in any ESCOMs of Karnataka and any one project should be covering at least 34.46 Lakhs bills per month.**	No change, tender condition prevails.
16	Section - A ITB, Clause No. 33 (4)	The Bidder should have experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software"; through its own	Query: We understand that "Billing and Collection software or Web based Total Revenue Management Software	Any Bidder who has the experience of "Billing & Collection Software solution" OR "Web

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		software or through COTS (SAP/Oracle, etc.) software in at least two Govt. undertaking DISCOM/ESCOMs in India during last five years, but experience is must for a continues period of Twelve months in each utility and project is operational at least in any one utility as on the date of the bid.	implemented must have the complete consumer database and DCB should have been generated from the software implemented only. Kindly Clarify.	based Total Revenue Management Software" and who fulfils the stipulated requirement in the PQR clauses are eligible to participate in the bid.
17	Section - A ITB, Clause No. 33 (5)	The bidder should be an OEM (Original Equipment Manufacturer) or authorized dealer of the TRM Software solution, which is proposed for this tender. The proposed TRM Software Solution product should have the following modules and same has been successfully implemented and working for a period of at least one year in any Govt undertaking DISCOMs/ESCOMs in India. (1) Billing (2) Collection (3) Metering (4) Disconnection & Reconnection (5) Energy Audit (6) New Connection (7) Mobile App (8) GIS Based customer Indexing and asset mapping (9) GIS Based integrated network analysis module (10) Management Information System (MIS) (11) Web Self Service (12) Meter Data Management System (13) Identity and Access Management system (14) System Security Requirement	**Query:** We Kindly request to amend this clause as per the below. The bidder should be an OEM (Original Equipment Manufacturer) or authorized dealer of the TRM Software solution, which is proposed for this tender. The proposed TRM Software Solution product should have **at least 15** of the following modules and same has been successfully implemented and working for a period of at least one year in any Govt undertaking DISCOMs/ESCOMs in India. (1) Billing (2) Collection (3) Metering (4) Disconnection & Reconnection (5) Energy Audit (6) New Connection (7) Mobile App (8) GIS Based customer Indexing and asset mapping (9) GIS Based integrated network analysis module (10) Management Information System (MIS) (11) Web Self Service	No change, tender condition prevails.

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		(15) Asset Management (16) Maintenance Management (17) Pre-paid functionality (18) BI & Analytical Tools (19) CRM/Consumer information and service system	(12) Meter Data Management System (13) Identity and Access Management system (14) System Security Requirement (15) Asset Management (16) Maintenance Management (17) Pre-paid functionality (18) BI & Analytical Tools (19) CRM/Consumer information and service system	
18	Section - A ITB, Clause No. 33 (8)	Bidder should be an OEM/Supplier of the "Android OS Based integrated Spot Billing Devices (SBD)". The proposed Device OEM/ Supplier should have past experience in supply and maintaining at least One Thousand Two hundred & Twenty numbers SBD to any DISCOMs of India in any one year during the last five years for the purpose of billing, spot collection and other activities.	Query: We Kindly request to amend this clause as per the below. Bidder should be an OEM/Supplier of the "Android OS Based Spot Billing Devices (SBD)". The proposed Device OEM/ Supplier should have past experience in supply and maintaining at least One Thousand Two hundred & Twenty numbers SBD to any DISCOMs of India in any one year during the last five years for the purpose of billing, spot collection and other activities.	No change, tender condition prevails.
19	Section - A ITB, Clause No. 33 (9)	The bidder should have at least 2 years' experience in providing Manpower Services for Meter Reading activity and issue of bills to the consumer at the spot in any DISCOMs of India. The said work should be operational as on the date of the Tender.	**Query:** We Kindly request to amend this clause as per the below. The bidder should have at least 2 years experience in providing Manpower Services for Meter Reading activity and issue of bills to the consumer at the spot in any DISCOMs of India. The said work should **have been executed in last 5 years** as on the date of the Tender.	No change, tender condition prevails.

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20	Section - A ITB, Clause No. 33(13)	Bidders who meet the above specified minimum qualifying criteria, will only be qualified, if their available tender capacity is more than the total tender value. The available tender capacity will be calculated as under: Assessed available tender capacity = (A*N*1.5 - B) Where, A = Maximum value of works executed in any one year during the last five years (updated to FY 2023-24 price level) taking into account the completed as well as works in progress. N = Number of years prescribed for completion of the works for which tenders are invited. B = Value, at FY-2023-24 price level, of existing commitments and on-going works to be completed during the next 2 years (period of completion of the works for which Tenders are invited)	Query: We Kindly request to Delete this clause. This will enable more bidders to participate or allows to give a self-Certificate as any DISCOM/ESCOMs would not be given in writing.	No change, tender condition prevails.
21	Section - A ITB, Clause No. 33(15)	As on date of submission of the bid, the Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices with any of the State government or Central Government or PSU or Municipal agencies in India or Abroad at the time of submission. OR	Query: We request you to Kindly Consider that the above Clause Can be interpreted in many ways. Hence, we request you replace the clause as per below. We Kindly request to amend this clause as per the below.	No change, tender condition prevails.

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		As on date of submission of the bid, the Bidder must not have been blacklisted or banned or debarred. OR As on date of submission of the bid, the Bidder who's work orders have been short closed due to non-performance or who's LOA is withdrawn by the owner due to inefficiency of the bidder in performing or implementing assigned project in technically/financially are not eligible to participate in this bid.	The bidder should not have been backlisted by any ESCOMS.	
22	Section-B, SW, Clause No. 2, Part-1 (6) Supply of Hardware and its maintenanc e:	Spot Billing Device (SBD) One Android OS based Integrated SBD with latest Technology for exchanging of data on real- time for each Meter Reader and each GVP's. Approximately one machine for every 2400 live installations and also provide 10 % spare SBD on the total quantity supplied. Spares devices shall be given to the custody of Sub Divisional Officers. Faulty SBD shall be replaced with good one during the contract period. SBD's shall be replaced with brand new devices once in Three years at no extra cost	Query: We Kindly request to amend this clause as per the below. One Android OS based SBD with latest Technology for exchanging of data on real-time for each Meter Reader and each GVP's. Approximately one machine for every 2400 live installations and also provide 10 % spare SBD on the total quantity supplied. Spares devices shall be given to the custody of Sub-Divisional Officers. Faulty SBD shall be replaced with good one during the contract period. SBD's shall be replaced with brand new devices once in Three years at no extra cost	No change, tender condition prevails.
23	Section-B,	i. Android OS based Spot billing device with integrated thermal printer (hereafter called SPOT BILLING DEVICE or SBD) enabled	Query:	No change, tender condition prevails.

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	SW, Clause No. 2 (i),	with latest Technology as per the specification specified in the tender to exchange the billing data and other functionalities on real-time.	We Kindly request to amend this clause as per the below. i. Android OS based Spot billing device with Connected thermal printer (hereafter called SPOT BILLING DEVICE or SBD) enabled with latest Technology as per the specification specified in the tender to exchange the billing data and other functionalities on real-time.	
24	Section - A ITB, Clause No. 33 (5)	The bidder should be an OEM (Original Equipment Manufacturer) or authorized dealer of the TRM Software solution, which is proposed for this tender. The proposed TRM Software Solution product should have the following modules and same has been successfully implemented and working for a period of at least one year in any Govt undertaking DISCOMs/ESCOMs in India. (1) Billing (2) Collection (3) Metering (4) Disconnection & Reconnection (5) Energy Audit (6) New Connection (7) Mobile App (8) GIS Based customer Indexing and asset mapping (9) GIS Based integrated network analysis module (10) Management Information System (MIS) (11) Web Self Service	GIS Based customer Indexing and asset mapping module that has been successfully implemented and working for a period of at least one year in any Govt undertaking DISCOMs/ESCOMs in India or any Utility in global may kindly be allowed. This will enable GIS OEMs to offer their GIS Based customer Indexing and asset mapping module to various prospective lead bidders. Kindly consider.	No change, tender condition prevails.

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		(12) Meter Data Management System (13) Identity and Access Management system (14) System Security Requirement (15) Asset Management (16) Maintenance Management (17) Pre-paid functionality (18) BI & Analytical Tools (19) CRM/Consumer information and service system		
25	Section - A ITB, Clause No. 33(15)	As on date of submission of the bid, the Bidder must not have been blacklisted or banned or debarred	Request that the Blacklisting clause may be applied even to the product OEMs	Clause 33, Sl. No. 15 is applicable for Bidder/Supplier/OEM.
26	Section-B, SW, Clause No. 3.1 (l),	The following is the indicated list of the type of data to be migrated from the existing/ legacy/ manual system. I. All Master Data – Must be migrated II. All Open Transactions – Must be migrated III. All transactions in the current financial year – Must be migrated IV. Historical Transactions – Number of years shall be decided by purchaser however at least 5 years historical data to be migrated.	We understand that data migration scope is also applicable to GIS platform where the legacy GIS data shall be migrated to the proposed new GIS platform Please confirm whether our understanding is correct. Please also provide details of the existing GIS data i.e its format and data volume. It will enable bidders to estimate data migration efforts properly.	All the required legacy data to be migrated into the new system as per the requirement of the BESCOM. Bidders are free to visit any SDO of BESCOM in Non-RAPDRP area to study the existing system to prepare their best technical and commercial offer.
27	Section-B, SW, Clause No. 3.3.8,	It shall be the responsibility of the bidder for integration/interfacing with the existing applications. Also, the single window interface for GIS software and the existing applications (requiring interface/ interaction / data exchange	Request to provide more clarity on the existing applications for working out a comprehensive solution. Request to change this as "The software should enable integration with existing applications. The software	Minimum required Functionalities / features are specified in the tender, however any additional

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	Requirement ID-G.1.1	with the GIS software) shall be provided with proper security levels. The desired modifications in the underlying database of existing system software / GIS software should be possible through this single window interface. The bidder shall make necessary arrangements to provide such kind of interface.	should provide standard export and import of CSV, KML, CIM compliant formats". It would be difficult to estimate efforts for integration / interfacing with the existing applications in the absence of complete details	features/functionalities required by the BESCOM are to be provided by the Bidder without any additional cost burden to BESCOM. If Bidder proposes any additional features/functionalities/software complaints etc., for the successful implementation of the project, same are accepted without any additional cost burden to BESCOM. Bidders are free to visit any SDO of BESCOM in Non-RAPDRP area to study the existing system to prepare their best technical and commercial offer.
28	Section-B, SW, Clause No. 3.3.8, Requirement ID - G.2.1.2	The GIS Spatial Data Engine should work on all industry standard Cross-platform support, such as Windows/ Unix/ Linux/ Android etc.	Request to consider for changing this clause as below: It Should work essentially on windows or Linux platform, and it is good to have if all industry standard Cross-platform support, such as Windows/ Unix/ Linux/ Android etc.	Minimum required Functionalities / features are specified in the tender, however any additional features/functionalities required by the BESCOM are to be provided by the

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	And SW, Clause No. 3.3.8, Requirement ID - G.2.1.2			Bidder without any additional cost burden to BESCOM. If Bidder proposes any additional features/functionalities/software complaints/platform etc., for the successful implementation of the project, same are accepted without any additional cost burden to BESCOM. Bidders are free to visit any SDO of BESCOM in Non-RAPDRP area to study the existing system to prepare their best technical and commercial offer.
29	Section-B, SW, Clause No. 3.3.8, Requirement ID - G.3.10.6	Highly Scalable Server Architecture: IMS should publish GIS services from a single server or distributes services across multiple servers, which provides for a highly efficient and scalable environment.	We understand that the offered GIS server software licenses should be core-independent to avoid costs associated with additional licenses in the event of scalability. Kindly confirm whether our understanding is correct. It is to submit that BESCOM may ask for GIS server software licensing that should not depend on the cores of a physical server or hardware. It should be able to take advantage of the multi-core architecture of the	It is the responsibility of the Bidder to consider the sizing & cost and propose the best price to BESCOM as per the price sheet of the tender without compromise in quality and performance of the system as per the tender requirement.

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			server, i.e., core independent licensing. BESCOM does not need to procure additional licenses whenever hardware augmentation happens. It saves a huge amount of money in terms of GIS server licensing. Considering the cost advantage, the core independent GIS server licenses may kindly be requested	
30	Section - A ITB, Clause No. 33 (3)	The Bidder must have been assessed and possess a valid SEI/CMMI Institute certified CMMI level 4 or above. Bidder should own this certificate as on the date of tender notification.	Query The Bidder must have been assessed and possess a valid SEI/CMMI Institute certified CMMI level 3 or above. Bidder should own this certificate as on the date of tender notification.	No change, tender condition prevails.
31	Section – A, ITB, Clause No. 33 (4)	The Bidder should have experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software"; through its own software or through COTS (SAP/Oracle, etc.) software in at least two Govt. undertaking DISCOM/ESCOMs in India during last five years, but experience is must for a continues period of Twelve months in each utility and project is operational at least in any one utility as on the date of the bid. Out of the above projects, one project should be in any ESCOMs of Karnataka covering at least 34.46 Lakhs bills per month.	Query The Bidder/Consortium Partner should have experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software"; through its own software or through COTS (SAP/Oracle, etc.) software in at least two Govt. undertaking DISCOM/ESCOMs in India during last five years, but experience is must for a continues period of Twelve months in each utility and project is operational at least in any one utility as on the date of the bid. ~~Out of the above projects, one project should be in any ESCOMs of Karnataka covering at least 34.46 Lakhs bills per month.~~	No change, tender condition prevails.
32	Section - A ITB, Clause No. 33 (5)	The bidder should be an OEM (Original Equipment Manufacturer) or authorized dealer of the TRM Software solution, which is proposed for this tender. The proposed TRM	Query The bidder/Consortium should be an OEM (Original Equipment Manufacturer) or authorized dealer of the	No change, tender condition prevails.

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		Software Solution product should have the following modules and same has been successfully implemented and working for a period of at least one year in any Govt undertaking DISCOMs/ESCOMs in India. (1) Billing (2) Collection (3) Metering (4) Disconnection & Reconnection (5) Energy Audit (6) New Connection **(7) Mobile App** (8) GIS Based customer Indexing and asset mapping (9) GIS Based integrated network analysis module (10) Management Information System (MIS) (11) Web Self Service (12) Meter Data Management System (13) Identity and Access Management system (14) System Security Requirement (15) Asset Management (16) Maintenance Management (17) Pre-paid functionality (18) BI & Analytical Tools (19) CRM/Consumer information and service system	TRM Software solution, which is proposed for this tender. The proposed TRM Software Solution product should have the following modules and same has been successfully implemented and working for a period of at least one year in any Govt undertaking DISCOMs/ESCOMs in India. (1) Billing (2) Collection (3) Metering (4) Disconnection & Reconnection (5) Energy Audit (6) New Connection (7) Mobile App (8) GIS Based customer Indexing and asset mapping (9) GIS Based integrated network analysis module (10) Management Information System (MIS) (11) Web Self Service (12) Meter Data Management System (13) Identity and Access Management system (14) System Security Requirement (15) Asset Management (16) Maintenance Management (17) Pre-paid functionality (18) BI & Analytical Tools (19) CRM/Consumer information and service system	
33	Section - A ITB, Clause No. 33 (6)	Bidder as a prime contractor should have satisfactorily completed at least one similar work such as experience of implementing "Billing & Collection Software solution" OR	Query Bidder as a prime contractor or Consortium Partner should have satisfactorily completed at least one	No change, tender condition prevails.

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		"Web based Total Revenue Management Software solution of value not less than Rs. **59.31** Crores during the last 5 years Note: Updated to the FY in which the tenders are invited. The value of the completed works shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	similar work such as experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software solution of value not less than Rs. 59.31 Crores during the last 5 years Note: Updated to the FY in which the tenders are invited. The value of the completed works shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	
34	Section - A ITB, Clause No. 33 (7)	Bidder should have generated at least 413.47 lakhs Electricity bills in any one year, during the last 5 years	Query Bidder /Consortium Partner should have generated at least 413.47 lakhs Electricity bills in any one year, during the last 5 years	No change, tender condition prevails.
35	Section - A ITB, Clause No. 33 (8)	Bidder should be an OEM/Supplier of the "Android OS Based integrated Spot Billing Devices (SBD)". The proposed Device OEM/ Supplier should have past experience in supply and maintaining at least One Thousand Two hundred & Twenty numbers SBD to any DISCOMs of India in any one year during the last five years for the purpose of billing, spot collection and other activities. If the Bidder is a Supplier then MAF as per Annexure-VII from the OEM shall be submitted along with the required documentary evidence of the OEM who have met the past supply & maintenance.	Query Bidder /Consortium Partner should be an OEM/Supplier of the "Android OS Based integrated Spot Billing Devices (SBD)". The proposed Device OEM/ Supplier should have past experience in supply and maintaining at least One Thousand Two hundred & Twenty numbers SBD to any DISCOMs of India in any one year during the last five years for the purpose of billing, spot collection and other activities. If the Bidder/Consortium is a Supplier then MAF as per Annexure-VII from the OEM shall be submitted	No change, tender condition prevails.

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
			along with the required documentary evidence of the OEM who have met the past supply & maintenance.	
36	Section - A ITB, Clause No. 33 (9)	The bidder should have at least 2 years' experience in providing Man Power Services for Meter Reading activity and issue of bills to the consumer at the spot in any DISCOMs of India. The said work should be operational as on the date of the Tender.	Query The bidder/Consortium Partner should have at least 2 years' experience in providing Man Power Services for Meter Reading activity and issue of bills to the consumer at the spot in any DISCOMs of India. The said work should be operational as on the date of the Tender.	No change, tender condition prevails.
37	Section - A ITB, Clause No. 33 (10)	No Consortium/Joint Venture will be allowed as a part of bid.	Query Consortium / Joint Venture will be allowed as a part of bid.	No change, tender condition prevails.
38	Section - A ITB, Clause No. 33 (11)	The Annual Turnover of the Bidder in at least two financial years in any of the previous five financial years i.e., (FY 2018-19, 2019-20, 2020- 21, 2021-22 & 2022-23) should not be less than Rs. 118.612 Crores. Note: The previous year's turnover of the bidder is updated to the FY in which the tenders are invited. Financial turnover of previous years shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	Query The Annual Turnover of the Bidder /Consortium Partner in at least two financial years in any of the previous five financial years i.e., (FY 2018-19, 2019-20, 2020- 21, 2021-22 & 2022-23) should not be less than Rs. 80 Crores.	No change, tender condition prevails.
39	Section - A ITB, Clause No. 33 (12)	The Liquid assets of the Bidder as on 15.03.2024 or at a later date before submission of the bid consisting of Cash at Bank + Term Deposits + Availability of fund-based credit facility in any	Query The Liquid assets of the Bidder/Consortium Partner as on 15.03.2024 or at a later date before submission of the bid consisting of Cash at Bank + Term Deposits +	No change, tender condition prevails.

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		Nationalized/scheduled Bank should not be lesser than Rs. 14.83 Crores.	Availability of fund-based credit facility in any Nationalized/scheduled Bank should not be lesser than Rs. 14.83 Crores.	
40	Section - A ITB, Clause No. 33 (13)	Bidders who meet the above specified minimum qualifying criteria, will only be qualified, if their available tender capacity is more than the total tender value. The available tender capacity will be calculated as under: Assessed available tender capacity = (A x N x1.5 - B) Where, A = Maximum value of works executed in any one year during the last five years ((updated to FY 2023-24 price level) taking into account the completed as well as works in progress. N = Number of years prescribed for completion of the works for which tenders are invited. B = Value, at FY-2023-24 price level, of existing commitments and on-going works to be completed during the next 2 years (period of completion of the works for which Tenders are invited)	Query Bidders /Consortium Partner who meet the above specified minimum qualifying criteria, will only be qualified, if their available tender capacity is more than the total tender value. The available tender capacity will be calculated as under: Assessed available tender capacity = (A x N x1.5 - B) Where, A = Maximum value of works executed in any one year during the last five years ((updated to FY 2023-24 price level) taking into account the completed as well as works in progress. N = Number of years prescribed for completion of the works for which tenders are invited. B = Value, at FY-2023-24 price level, of existing commitments and on-going works to be completed during the next 2 years (period of completion of the works for which Tenders are invited)	No change, tender condition prevails.
41	Section - A ITB, Clause No. 9(a)	The Bidders shall pay an EMD of Rs. 118.62 Lakhs (Rs One Crore, Eighteen Lakhs, Sixty-Two Thousands only). Up to Rs.10-Lakhs (Rupees Ten Lakhs only) shall be paid electronically through any of the e-payment	As per Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012 MSME/ NSIC registered companies are exempted from purchasing Tender document and submission of EMD. We request exemption of EMD	Tender condition prevails.

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		modes mentioned in the Karnataka Public Procurement Portal and the balance of Rs. 108.62 Lakhs (Rupees One Crore, Eight Lakhs, Sixty-Two Thousands Only) shall be in the form of Bank Guarantee (BG) drawn on any Nationalized Bank. Original Bank Guarantee shall be submitted on or before the last day for bids submission i.e., 27th June 2024 at 13.30Hrs at the office of the General Manager (CR), 3rd Floor, Corporate Office, BESCOM, K. R. Circle, Bengaluru – 560 001. Copy of BG shall be uploaded in the Karnataka Public Procurement Portal.	for Public Sector Companies and MSME units which are exempted by law from having to deposit EMD in Govt tenders.	
42	Section - A ITB, Clause No. 33 (4)	The Bidder should have experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software"; through its own software or through COTS (SAP/Oracle, etc.) software in at least two Govt. undertaking DISCOM/ESCOMs in India during last five years, but experience is must for a continues period of Twelve months in each utility and project is operational at least in any one utility as on the date of the bid. Out of the above projects, One project should be in any ESCOMs of Karnataka covering at least 34.46 Lakhs bills per month.	Request to consider as The Bidder should have experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software"; through its own software or through COTS (SAP/Oracle, etc.) software in at least two Govt. undertaking DISCOM/ESCOMs in India during last five years " OR "Web based Application executed for Smart cities which includes citizen portal"; OR "GIS Based Work flow Management System" but experience is must for a continues period of Twelve months in each utility and project is operational at least in any one utility as on the date of the bid.	No change, tender condition prevails.
43	Section - A ITB,	The bidder should be an OEM (Original Equipment Manufacturer) or authorized dealer of the TRM Software solution, which is proposed for this tender.	GIS Based customer Indexing and asset mapping module that has been successfully implemented and working for a period of at least one year in any Govt undertaking DISCOMs/ESCOMs in India or any	No change, tender condition prevails.

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
	Clause No. 33 (5)	The proposed TRM Software Solution product should have the following modules and same has been successfully implemented and working for a period of at least one year in any Govt undertaking DISCOMs/ESCOMs in India. (1) Billing (2) Collection (3) Metering (4) Disconnection & Reconnection (5) Energy Audit (6) New Connection (7) MobileApp (8) **GIS Based customer Indexing and asset mapping** (9) GIS Based integrated network analysis module (10) Management Information System (MIS) (11) Web Self Service (12) Meter Data Management System (13) Identity and Access Management system (14) System Security Requirement (15) Asset Management (16) Maintenance Management (17) Pre-paid functionality (18) BI & Analytical Tools (19) CRM/Consumer information and service system	Utility in global may kindly be allowed. This will enable GIS OEMs to offer their GIS Based customer Indexing and asset mapping module to various prospective lead bidders. Kindly consider.	
44	Section - A ITB, Clause No. 33 (10)	No Consortium / Joint Venture will be allowed as a part of bid.	Requesting to consider at least 2 member (Lead bidder and 1 Consortium Member)	No change, tender condition prevails.

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
45	Section - A ITB, Clause No. 33 (11)	The Annual Turnover of the Bidder in at least two financial years in any of the previous five financial years i.e., (FY 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23) should not be less than Rs. 118.612 Crores. Note : The previous years turnover of the bidder is updated to the FY in which the tenders are invited. Financial turn over of previous years shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	Please consider MSME Registered Organization 30% of existing financial turnovers The Annual Turnover of the Bidder in at least two financial years in any of the previous five financial years i.e., (FY 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23) should not be less than Rs. 33 Crores. Cumulatively for consortium members Note : The previous years turnover of the bidder is updated to the FY in which the tenders are invited. Financial turn over of previous years shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	No change, tender condition prevails.
46	Section - A ITB, Clause No. 33 (12)	The Liquid assets of the Bidder as on **15.03.2024** or at a later date before submission of the bid consisting of Cash at Bank + Term Deposits + Availability of fund based credit facility in any Nationalized/scheduled Bank should not be lesser than **Rs. 14.83 Crores**.	Requesting to The Liquid assets of the Bidder as on **15.03.2024** or at a later date before submission of the bid consisting of Cash at Bank + Term Deposits + Availability of fund based credit facility in any Nationalized/scheduled Bank should not be lesser than **Rs 5 Crores**. Cumulatively **for consortium members**	No change, tender condition prevails.
47	Section - A ITB, Clause No. 33 (15)	As on date of submission of the bid, the Bidder must not have been blacklisted or banned or debarred.	Request that the Blacklisting clause may be applied even to the product OEMs.	Clause 33 (15) is applicable for Bidder/Supplier/OEM.

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
48	Section-B, SW, Clause No. 3.1 (l),	The following is the indicated list of the type of data to be migrated from the existing/ legacy/ manual system. I. All Master Data – Must be migrated II. All Open Transactions – Must be migrated III. All transactions in the current financial year – Must be migrated IV. Historical Transactions –Number of years shall be decided by purchaser howeverat least 5 years historical data to be migrated.	We understand that data migration scope is also applicable to GIS platform where the legacy GIS data shall be migrated to the proposed new GIS platform. Please confirm whether our understanding is correct. Please also provide details of the existing GIS data i.e its format and data volume. It will enable bidders to estimate data migration efforts properly.	All the required legacy data to be migrated into the new system as per the requirement of the BESCOM. Bidders are free to visit any SDO of BESCOM in Non-RAPDRP area to study the existing system to prepare their best technical and commercial offer.
49	Section-B, SW, Clause No. 3.3.8 Requirement ID - G.1.1	It shall be the responsibility of the bidder for integration/ interfacing with the existing applications. Also the single window interface for GIS software and the existing applications (requiring interface/ interaction / data exchange with the GIS software) shall be provided with proper security levels. The desired modifications in the underlying database of existing system software / GIS software should be possible through this single window interface. The bidder shall make necessary arrangements to provide such kind of interface.	Request to provide more clarity on the existing applications for working out a comprehensive solution. Request to change this as "The software should enable integration with existing applications. The software should provide standard export and import of CSV, KML, CIM compliant formats". It would be difficult to estimate efforts for integration / interfacing with the existing applications in the absence of complete details.	Minimum required Functionalities / features are specified in the tender, however any additional features/functionalities required by the BESCOM are to be provided by the Bidder without any additional cost burden to BESCOM. If Bidder proposes any additional features/functionalities/software complaints etc., for the successful implementation of the project, same are accepted without any

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
				additional cost burden to BESCOM. Bidders are free to visit any SDO of BESCOM in Non-RAPDRP area to study the existing system to prepare their best technical and commercial offer.
50	Section-B, SW, Clause No. 3.3.8 Requirement ID - G.2.1.2 **And** Requirement ID G.3.10.1	The GIS Spatial Data Engine should work on all industry standard Cross-platform support, such as Windows/ Unix/ Linux/ Android etc.	Request to consider this clause as below: It Should work essentially on **windows or Linux** platform, and it is good to have if all industry standard Cross-platform support, such as Windows/ Unix/ Linux/ Android etc.	Windows and/or Linux platform is preferred however any other platform compatibility is required by the BESCOM in future shall be provided by the successful Bidder without any additional cost burden to BESCOM.
51	Section-B, SW, Clause No. 3.3.8, Requirement ID- G.3.10.6	Highly Scalable Server Architecture: IMS should publish GIS services from a single server or distributes services across multiple servers, which provides for a highly efficient and scalable environment.	We understand that the offered GIS server software licenses should be core-independent to avoid costs associated with additional licenses in the event of scalability. Kindly confirm whether our understanding is correct. It is to submit that BESCOM may ask for GIS server software licensing that should not depend on the cores	It is the responsibility of the Bidder to consider the sizing & cost and propose the best price to BESCOM as per the price sheet of the tender without compromise in quality and performance

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
			of a physical server or hardware. It should be able to take advantage of the multi-core architecture of the server, i.e., core independent licensing. BESCOM does not need to procure additional licenses whenever hardware augmentation happens. It saves a huge amount of money in terms of GIS server licensing. Considering the cost advantage, the core independent GIS server licenses may kindly be requested.	of the system as per the tender requirement.
52	Section-B, SW, Clause No. 3.1 (l),	Data to be migrated from its existing/ legacy/ manual systems as per requirement. The entire consumer & network database, commercial data base and MBC database etc. of BESCOM shall be migrated in the system. Data to be migrated will be cleansed, rationalized, transformed (if required) and reconciled. The Migration / Conversion programs shall be written by the Service Provider to handle this task successfully for smooth and accurate data transfer including balances and deposits. The SP to share data migration plan to BESCOM. The existing data in the required format shall be arranged by the BESCOM from the existing service provider for the successful migration of the data. The following is the indicated list of the type of data to be migrated from the existing/ legacy/ manual system. i. All Master Data – Must be migrated ii. All Open Transactions – Must be migrated iii. All transactions in the current financial year – Must be migrated	a) What is the volume of data to be migrated? b) Will there be data cleansing required? c) Will there be data entry required? d) Will there be data digitization required?	Bidders are free to visit BESCOM SDO and conduct necessary study to understand the existing system and submit their offer to meet the requirements specified in the tender.

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		iv. Historical Transactions – Number of years shall be decided by purchaser however at least 5 years historical data to be migrated.		
53	Section-B, SW, Clause No. 3.1 (m),	All required external systems (like ERP, Smart Metering, DT/ Feeder Metering, Prepaid metering, Net-metering/Gross Metering, Open Access, SMS Gateways, email Gateways, various payment Gateways, Urja Mitra App, etc. shall be integrated on a continuous basis using an integration middleware layer. The scope of integration of external systems includes IT systems already existing and functional internal to the BESCOM and any other / new IT initiative taken by BESCOM. The integration is expected to be on-line real time or batch where appropriate and shall operate in an automated fashion without manual intervention. Data to be integrated must be validated by the developed interfaces. The data to be integrated will be mapped, 38 transformed (if required) and reconciled automatically. All interfaces are to be selfchecking so that any exceptions or data validation errors are reported by the system. In addition, integration logs should be maintained that confirm the success or otherwise of the interface, complete with control totals. All the application modules must be integrated to each other and must be available on both the Web based system as well as Android OS based Mobile App system	a) Will the department share all the APIs required for integration?	BESCOM will arrange the necessary API from the respective third-party system.
54	Section-B,	The SP shall provide the following services at free of cost; i. Modify application software	a) New changes required would attract efforts which in turn will add up to the cost.	Tender condition prevails.

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
	SW, Clause No. 3.1 (n), Modification / Upgradation / New Creation:	whenever there is a change in business process, directives from KERC/CERC, GOK, GOI and any statutory requirement. ii. Modify software components as and when required. iii. Up-grade software/ Metadata when there is a change in Tariff structure etc. iv. If any new technology comes up or a new functionality/logic needs to be implemented or a modification to the existing functionality / logic needs to be effected and BESCOM wants to implement such changes, then the SP should be able to deploy it at no extra cost	B) All changes will be classified as High, Medium and low. The low ones would be cosmetic changes and can be done for free.	
55	Section-B, SW, Clause No. 3.3.3, Requirement ID- M7	M7 Prohibiting the wrong entry The system shall also have provision for prompting the Meter Reader at the time of entering wrong meter reading values in the spot billing machine.	a) What type of checks are required to prohibit wrong entries of meter reading? b) Will it be required to capture the image of the meter reading and share it with the department?	All validations and features shall be as per the industry standard and Successful Bidder shall improvise the validations time to time throughout the contract period based on the requirement of BESCOM.
56	Section-B, SW, Clause No. 3.3.7.2 (7)	7. Consumer may also request for: • Request Duplicate Bill. • Augmentation of load / regularization for installation of AC. • Informing non-usage of electricity during a certain period of time due to absence. • Registration of mobile no., email-id, DOB. • Energy calculator. • e-Bill registration.	a) Will it be required to provide prototypes of mobile apps? b) Will customer user training be required?	Tested and working application shall be provided as part of the contract. User Manual for the consumer/users shall be provided by the successful bidder.

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
57	Section-B, SW, Clause No. 3.3.8, Requirement ID-G.3.1.17	G.3.1.17 Capability to provide query regarding customers in relation to power supply network Menu driven Customers query : It shall be possible to zoom in / out on a particular Customer to obtain the desired degree of information. Menus shall be provided for viewing various combination of information related to any group of Customers. For example, it shall be possible to view only the list of commercial Customers fed from a particular feeder. Similarly electrical equipment parameters shall also be possible to be viewed.	a) What level of drill down is required?	Upto consumer level and asset level drill down required.
58	Section-B, SW, Clause No. 3.3.9.1 (ii) &(iii)	ii. Multi-Language Support – All reports shall be available in both Kannada and English. iii. SMS and E-Mail Notifications/alerts- daily updates to all Management levels. Billing, payment, ECS, Disconnection/Reconnection and Cheque dishonor etc., alerts to Consumers. SMS gateway charges are to be borne by the Successful Bidder.	a) Will Hindi and Marathi would also be require along with Kannada and English for reports? b) Will SMS and email notification also be required in Kannada?	Both Kannada and English language is required for reports, SMS, email notifications, alerts, etc.
59	Section-B, SW, Clause No. 7.3(c)	a. Asset-ID painting to be carried out on the following assets: i. HT and LT Support Structures ii. Distribution Transformer Centre iii. Distribution Transformer Structure iv. Ring Main Unit v. Load Break Switch vi. HT & LT Feeder Pillar Box	a) Are assets been determined and tracked? b) Has the painting of assets begun? c) What are the volume of the total assets to be printed?	Software shall have the provision to capture and manage asset ID painting activity.
60	Section-C,	Service Provider to impart effective training to BESCOM personnel as below:	a) How many users are to be trained?	Training shall be done for all the technical and

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
	GTC, Clause No. 4	a) BESCOM end users to work on the application. The application may get regularly modified and enhanced with new features. This calls for the end users to be educated on new changes of the software. b) Training shall be imparted to all the end Users at each Division / Sub-Division. c) The other activities related to training will be: o Providing user manuals for training initially and updated user manual once in 3- Months o Maintaining a help desk for resolving the queries from the end users o Maintaining a test environment for practice d) Addition Training Requirements: Refresher Training Course/Training program should be repeated after 6 months of implementation or as when requested by BESCOM for specified number of users.	B) Can training be done remotely? C) Will training be an ongoing process?	accounts staffs who are required to use the software. Training location and mode will be based on the field requirement. Refreshment training shall be done during any major enhancement in the software based on the field/user requirement during the contract period.
61	General	No of Concurrent Users	How many concurrent users are there. What is it in Milli sec, Micro sec etc.	Bidder shall provide the best service and solution to meet the industry standard and day to day requirement of the BESCOM on the tendered scope/activity. In respect of TRM service scope, tender is invited on the basis of System As A Service (SAAS), it is the responsibility of the
62	General	Max Transaction per Day	What is the number of transactions per day	
63	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	
64	General	Any Document Upload Permitted	Is there any document upload required	
65	General	Max Size of File in MB	What is the file Upload size in MB	
66	General	Max Files per User	What is the file upload per user required	

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
67	General	Database Backup Policy	What is the database back policy	Bidder to provide complete solution. Bidders are free to visit BESCOM SDO and conduct necessary study to understand the existing system and submit their offer to meet the requirements specified in the tender.
68	General	Database Retention Policy	What is database retention policy	
69	General	DC - DR Policy	What is Data recovery policy	
70	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	
71	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	
72	General	Data Archival Policy	What is the current data archival policy	
73	Section - A ITB, Clause No. 33 (5)	The bidder should be an OEM (Original Equipment Manufacturer) or authorized dealer of the TRM Software solution, which is proposed for this tender. The proposed TRM Software Solution product should have the following modules and same has been successfully implemented and working for a period of at least one year in any Govt. undertaking DISCOMs/ESCOMs in India. (1) Billing (2) Collection (3) Metering (4) Disconnection & Reconnection (5) Energy Audit (6) New Connection (7) Mobile App (8) GIS Based customer Indexing and asset mapping (9) GIS Based integrated network analysis module	The Standard Bidding Document for Utility billing system in India mandates that only "any 5" of their listed 11 modules are compulsory for qualification. Why are all the 19 modules compulsory in this case? We request that this be corrected to allow free and fair competition.	No change, tender condition prevails.

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
		(10) Management Information System (MIS) (11) Web Self Service (12) Meter Data Management System (13) Identity and Access Management system (14) System Security Requirement (15) Asset Management (16) Maintenance Management (17) Pre-paid functionality (18) BI & Analytical Tools (19) CRM/Consumer information and service system		
74	Section - A ITB, Clause No. 33 (8)	Bidder should be an OEM/Supplier of the "Android OS Based integrated Spot Billing Devices (SBD)". The proposed Device OEM/ Supplier should have past experience in supply and maintaining at least One Thousand Two hundred & Twenty numbers SBD to any DISCOMs of India in any one year during the last five years for the purpose of billing, spot collection and other activities. If the Bidder is a Supplier then MAF as per **Annexure-VII** from the OEM shall be submitted along with the required documentary evidence of the OEM who have met the past supply & maintenance.	This clause is discriminatory and in favour of only selected suppliers of SBD. The project as a whole involves software, manpower, hardware, consumables and other facets. We request that open technologies such as android mobiles with BTP be allowed instead of proprietary SBDs.	No change, tender condition prevails.
75	Section - A ITB, Clause No. 33 (11)	The **Annual Turnover** of the Bidder in at **least two financial years in any of the previous five financial years i.e., (FY 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23)** should not be less than **Rs. 118.612 Crores.** **Note :** The previous years turnover of the bidder is updated to the FY in which the tenders are	**Query:** The requirement of annual turnover of Rs.118.612 Crore is exorbitant, arbitrary and unprecedented in previous tenders of similar nature. Can this clause be reconsidered to state that "the Annual Turnover of the Bidder in at least two financial years in any of the previous five financial years i.e., (FY 2018- 19, 2019-20, 2020-21 2021-22 & 2022-23)	No change, tender condition prevails.

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<tr><th>Sl. No.</th><th>Ref. Clause No</th><th>Tender Condition/Qualifying Requirement</th><th>Queries Raised/Clarification Sought by the Bidders</th><th>Clarification issued by BESCOM</th></tr>
<tr><td></td><td></td><td>invited. Financial turnover of previous years shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited</td><td>should not be, less than Rs. 58.306 Crores" (which is the annual cost of the tender called for)</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Details of the pre-bid query for point number 11 on annual turnover criteria.
The current value of the works is estimated at Rs 118 crores.
Assuming a 70% value is imputed for TRM and 30% for manpower, the value of TRM works out to be Rs 83 crores.
This is Rs 41.5 crores per annum.
Hence this works out to a rate of Rs 7.7 per consumer per month.
We refer to similar previous tenders at Mescom, Gescom, Hescom Bescom, that were previously called at the rates listed below:
<table><tr><td></td><td>Rate/ consumer without GST (Rs)</td></tr><tr><td>MESCOM</td><td>4.3</td></tr><tr><td>GESCOM</td><td>3.69</td></tr><tr><td>HESCOM</td><td>4.6</td></tr><tr><td>BESCOM</td><td>3.69</td></tr><tr><td>CESC</td><td>4.95</td></tr></table>
In the current tender, it seems that the rate has been increased to Rs 7.7. This in turn is leading to increased turnover requirement of the service provider as is mentioned in the tender.
We request for a review of the calculation of the estimate, and request for reconsideration of the</td><td></td></tr>
</table>

ANNEXURE - 1

Sl. No.	Ref. Clause No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
			turnover criteria to allow for fair and non-biased competition.	
76	Section – A ITB, Clause No. 29 (vi)	The Bidder should not have any court cases/ legal disputes with BESCOM.	Query: This condition is Pre-judicial against the entities having any on-going legal cases as against the tendering authority. Kindly excluded this from Bid Document.	Deleted. Please refer the Corrigendum.

General Manager,
Customer Relations, BESCOM.